

# Embracing Change



Applying the NDIS Practice Standards  
in Psychosocial Disability Services

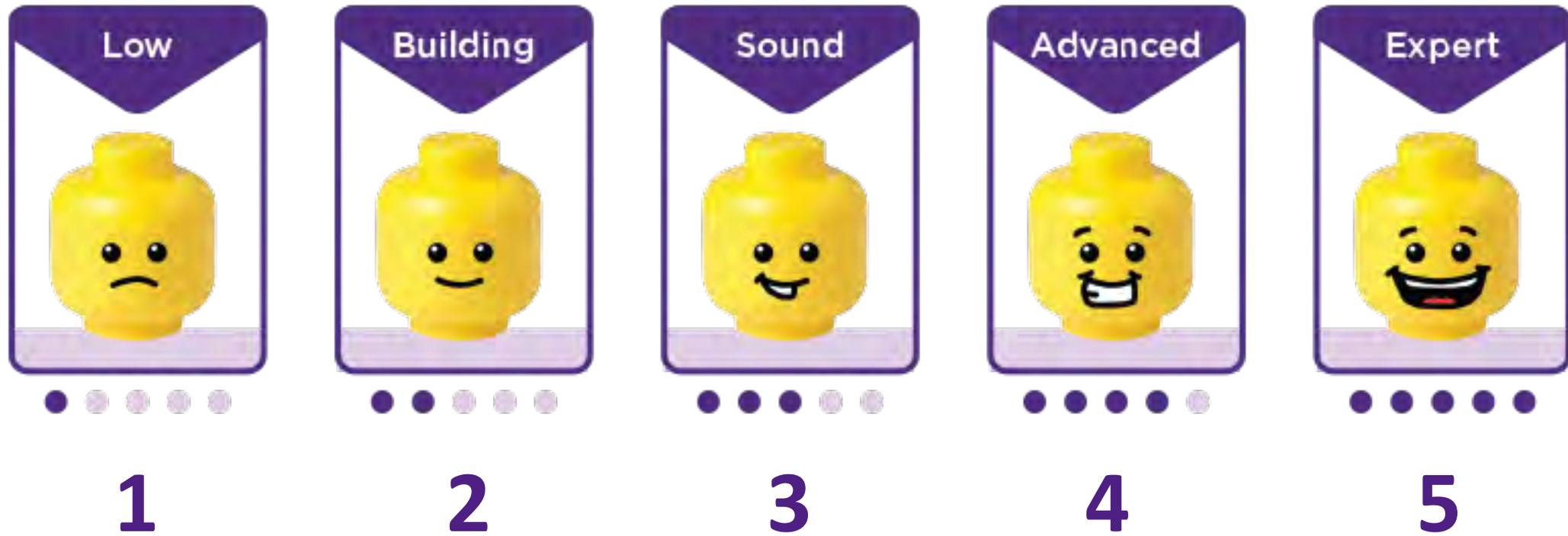
**Worker Screening and Worker  
Requirements for NDIS service  
providers**

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NDIS Code of Conduct  
Human Resources Management  
Module  
Incident Management Module

# LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



# Overview of the **Embracing Change** Webinar Series

## Webinar 1

24 October 2019

Pain Points and Priorities for Providers In Applying the Practice Standards In Psychosocial Disability Services

## Webinar 2

28 November 2019

Core Module 1 Rights & Responsibilities

## Webinar 3

5 March 2020

Core Module 2 Governance and Operational Management

## Webinar 4

28 May 2020

Core Module 2 Governance and Operational Management Continued

## Webinar 5

2 July 2020

Provision of Supports and the Provision of Supports Environment

## Webinar 6

27 August 2020

Understanding Behaviour Support Arrangements

## Webinar 7

29 October 2020

Worker Screening and Worker Requirements for NDIS service providers

## Webinar 8

3 December 2020

Governance, Information Management and Privacy

## Webinar 9

25 February 2021

Quality Management and Continuous Quality Improvement

## Webinar 10

24 June 2021

Learnings and Next Steps for NDIS Quality & Safety in Psychosocial Services



# Today we will cover:



## Worker Screening Requirements

- NDIS Worker Screening Check
- Risk assessed roles
- NDIS provider responsibilities re worker screening
- Record Keeping – Risk Assessed Roles

## Worker Requirements

- Definition of worker under the NDIS Commission legislative framework
- What does the NDIS Commission mean for workers?
- NDIS Code of Conduct
- Identifying and responding to incidents
- NDIS Practice Standards – Human Resource Management



### What does the Code require?

Anyone providing supports and services to people with disability must:

-  **Respect the rights of the person**  
Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions
-  **Deliver services competently**  
Provide supports and services in a safe and competent manner with care and skill
-  **Prevent violence, neglect, abuse and exploitation**  
Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability
-  **Respect privacy**  
Respect the privacy of people with disability
-  **Act with integrity**  
Provide supports and services with integrity, honesty and transparency
-  **Take action on quality and safety**  
Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
-  **Prevent sexual misconduct**  
Take all reasonable steps to prevent and respond to sexual misconduct.



# Learning Objectives

After this webinar participants will be able to:

- Articulate the NDIS Commission's worker screening requirements as outlined in the Human Resource Management module of the NDIS Practice Standard;
- Describe the practice behaviours and expectations of workers under the NDIS Code of Conduct and the Incident Management and Complaints Management modules of the NDIS Practice Standards;
- Identify relevant documentation (policies and procedures) and practices specific to psychosocial service providers that can meet these outcomes and quality indicators;
- Identify pitfalls to avoid in preparing your self-assessment and onsite audit/s against the NDIS Practice Standards; and
- Understand benefits to participants and the organisation of a successful implementation of a Quality System aligned with the NDIS Practice Standards.





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Commission



# NDIS Worker Screening Check

**NDIS Commission information session**

October 2020

# Background



## The NDIS Worker Screening Check is an important element of the Quality and Safeguards Framework.

- The Intergovernmental Agreement on Nationally Consistent Worker Screening (IGA) was developed in 2016 for the Council of Australian Governments
- Signed and committed to by all Premiers and First Ministers
- The IGA sets out roles and responsibilities for all parties
- NDIS Commission primarily responsible for development of a national clearance database (the NDIS Worker Screening Database) to record the outcomes of NDIS Worker Screening Checks
- States and territories are responsible for processing and assessing Checks through established Worker Screening Units and uploading outcomes to the database
- Some shared responsibilities e.g. building the evidence base

# What is the NDIS Worker Screening Check?

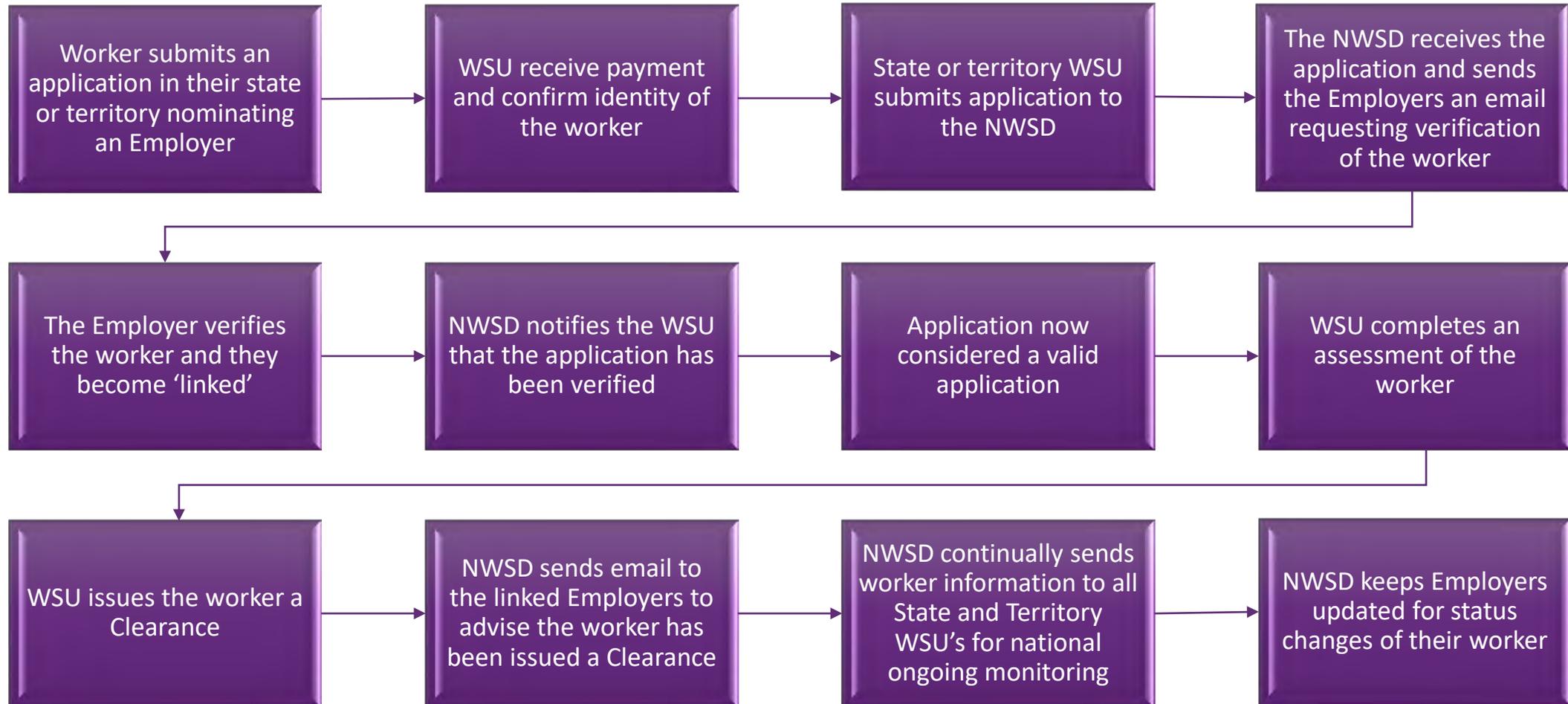


**NDIS Worker Screening Check will start nationally from 1 February 2021.**

**It will replace existing arrangements and set a single, national standard for all workers**

- When fully implemented, registered NDIS providers must ensure workers have a valid clearance
- A NDIS Worker Screening Database (NWSD) held by the NDIS Commission will hold a record of the clearance and exclusion status of all workers who have undergone an NDIS Worker Screening Check. It holds no criminal history or other information used to assess applications
- Registered NDIS Providers will automatically be given access to the NWSD.
- Workers will be subject to ongoing monitoring nationally.
- There will be a transition period in each jurisdiction where former checks are recognised: it is not necessary for workers and employers to get an NDIS Check from 1 February 2021 if they have an existing screening check that meets their [state and territory transitional and special arrangements.](#)

# How does it work?



# What are the possible outcomes of a Check application?



- Clearance
- Interim Bar
- Suspension
- Exclusion

# Exclusions



**An applicant who has been convicted of the following offences/categories of offence will be issued an exclusion by the Worker Screening Unit with no right of appeal (provided they were 18 at the time of the offence)**

- Murder and attempted murder
- Serious assault against a child or vulnerable person
- Sexual assault of a child or vulnerable person
- Child pornography related offences
- Abduction or kidnapping offences against a child or vulnerable person involving a sexual or abusive element
- Serious offences against animals

# Who needs a Check clearance?



**Registered providers are required, as part of their registration requirements, to ensure all their workers in risk assessed roles with more than incidental contact with people with disability have an acceptable current check or clearance in place.**

A risk assessed role is:

- key personnel roles
- roles for which the normal duties include the direct delivery of specified supports or specified services to an NDIS participant\*
- roles for which the normal duties are likely to require more than incidental contact with people with disability. Contact includes physical contact, face-to-face contact, oral communication, written communication and electronic communication.
- Includes contractors and volunteers

\* e.g. specialist behaviour support, therapeutic supports, high intensity daily personal activities

# Who works out which workers are in risk assessed roles?



- Registered providers must identify which jobs need a check, and they must ensure all workers in risk-assessed roles have an appropriate check
  - They must document:
    - Why it is a risk assessed role
    - The date the role was assessed and the name and title of the person who assessed it.
- Workers who do not have more than incidental contact with people with disability as a normal part of their jobs will not be required by the NDIS Commission to have a check, but the employer may choose to have those workers screened

# Record Keeping – Risk Assessed Roles



**Registered NDIS providers are required to maintain a written list of all workers who engage in risk assessed roles.**

The list must include:

- name, dob, address of the worker
- the risk assessed role in which they are engaged
- The worker's application number, check number, and outcome expiry date
- Allegations of misconduct against a worker who has a Check and action taken by the registered NDIS provider in response to that allegation
- Records must be kept for seven years and made available to quality auditors or the NDIS Commission on request



# Other responsibilities of employers



**It's critical to remember that registered providers undertake other strategies to identify and minimise the risk of harm to people with disability**

- The NDIS Code of Conduct
- Registered providers must ensure that they actively promote a culture that does not tolerate abuse, neglect, or exploitation, and that focuses on continual upskilling, education, and training for their workers.
- Some states and territories will not allow workers to commence employment until they have a clearance. In states and territories where this is permitted, the NDIS provider must ensure they have a satisfactory written risk management plan in place

# What will Worker Screening Units consider for an NDIS Worker Screening Check?



**WSUs will review a range of information for all applicants. It may include:**

- National criminal history information
- Disciplinary and misconduct information supplied by the NDIS Commission
- The outcomes of previous NDIS Worker Screening Checks
- Additional circumstances information
- Any other information relevant to determining an applicant's eligibility for a clearance: for example, civil penalties, international criminal history, state based reportable or notifiable conduct schemes

# Benefits of the NDIS Worker Screening Check



## There are a number of advantages to the NDIS Worker Screening Check

- For the first time, Self Managed Participants can have a close to real time view of a worker's clearance status, enhancing choice and control
- Workers can work across Australia with an NDIS Worker Screening Check. The Check will replace existing state and territory screening arrangements for working with NDIS participants (it should be noted it does not replace Working with Children Checks)
- Consistent risk assessment processes are in place, meaning a worker will get the same clearance outcome no matter where they apply
- Employers are able to view in one place the clearance status of their workers as the database provides a list of workers and their clearance status
- Clearance lasts for five years

# Benefits of the NDIS Worker Screening Check



- Ongoing monitoring: the Check is not a static Check. States and territories will take ongoing monitoring against cleared workers using police, court records, and other available information to determine their ongoing suitability for a clearance



# What are the requirements prior to 1 February 2021?



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**States and territories currently have a range of special arrangements for screening in place with which registered providers must still comply.**

- These requirements are set out, by state and territory, on the NDIS Commission website.
- If a worker's current clearance expires before the NDIS Worker Screening Check is introduced in a state or territory, they must undergo a check in accordance with the transitional and special arrangements for screening in that state or territory.
- Providers must be able to show auditors that they have clearances in place for risk-assessed positions.
- Record keeping

# What will providers do after 1 February 2021?



From 1 February 2021, registered NDIS employers must make sure that all existing or new workers in risk assessed roles have either:

- A current acceptable check in accordance with state and territory transitional and special arrangements secured prior to 31 January 2021; OR
- An NDIS Worker Screening Check clearance.
- State and territory checks issued under special and transitional requirements will be recognised until they either expire or a certain date has passed. This means a worker who holds a current check that meets these requirements does not need to get an NDIS Worker Screening Check until that time.
- You must still continue to meet your record keeping requirements

# For more information:



[Worker screening requirements for registered providers](#)

[Worker screening transitional and special arrangements](#)

[Specified supports and specified services](#)





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# Expectations of Workers

October 2020

**The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.**



# Who is a worker?

**Anyone who is employed or otherwise engage to provide NDIS supports and services to people with disability**

**This can include:**

- **Paid or unpaid workers**
- **People who are self-employed**
- **Employees**
- **Contractors**
- **Consultants**
- **Volunteers**



# What does the NDIS Commission mean for workers?

**The NDIS Code of Conduct applies to both providers and workers.**

**Workers must understand and comply with the NDIS Code of Conduct.**

**It is your responsibility to have read and understood the NDIS Code of Conduct.**



# NDIS Code of Conduct

Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions

Respect the privacy of people with disability

Provide supports and services in a safe and competent manner with care and skill

Act with integrity, honesty, and transparency

Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability

Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse

Take all reasonable steps to prevent sexual misconduct.

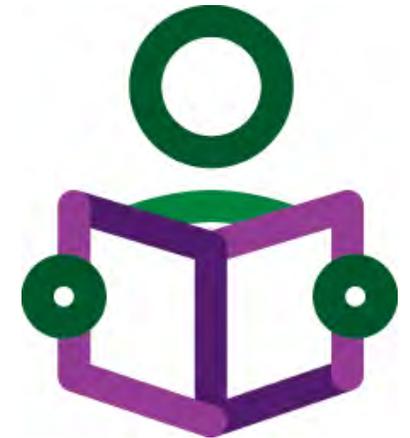


# Worker Orientation Module

The Worker Orientation Module is a 90-minute interactive online course that assists workers to better support people with disability.

The Quality, Safety and You module includes:

- What the NDIS is and why we need it
- The role of the NDIS Quality and Safeguards Commission
- Worker responsibilities under the Code of Conduct
- Worker roles in supporting people with disability to achieve the goals of the NDIS.



We encourage all workers to complete this module. It is available on the NDIS Commission website.



**Effective incident management is essential to providing quality and safe disability supports and services.**



# Incident Management

All providers are responsible for the delivery of quality and safe NDIS supports and services.



Registered NDIS providers are required to:

- ✓ have an incident management system and
- ✓ notify the NDIS Commission about certain types of incidents (reportable incidents)

NDIS Act and the Incident Management and Reportable Incidents Rules:

[www.ndiscommission.gov.au/about/legislation-rule-policies](http://www.ndiscommission.gov.au/about/legislation-rule-policies)



# Is everyone safe?

Call '000'

Call '000' if someone needs urgent medical care or there is an immediate risk of harm to you or the people around you.

Is everyone safe?

Make sure you and the people around you are safe from harm. Implement your workplace incident response plan.

Call someone

Tell your manager or supervisor about the incident. They may be required to notify the NDIS Commission.



# Identifying and responding to incidents: 6 steps for workers

1

## Identify, prevent and mitigate

- Take reasonable steps to prevent harm
- Identify risks of harm and tell your employer
- Ask your manager or supervisor if you are unsure

2

## Ensure immediate safety

- Call '000' if needed.
- Make sure you and the people around you are safe from harm
- Notify your manager or supervisor
- Follow your incident management procedures



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# Identifying and responding to incidents: 6 steps for workers

3

## Respond to a disclosure

- Record and report this information
- Tell your supervisor or manager as soon as possible
- Reassure and support the person with disability
- Listen to the person, writing down the details using their exact words
- Ask open questions, and avoid leading questions
- Tell the person with disability that you have to report the incident

4

## Protect evidence

- Do not disturb any evidence that may be required for an investigation
- If there is an alleged sexual assault, try to delay the victim bathing or showering until police arrive
- Do not wash the person's clothing or bedlinen, but keep these things safe



# Identifying and responding to incidents: 6 steps for workers

5

## Report to police

- If appropriate, report the alleged offence as soon as possible
- Tell the police that the impacted person is a vulnerable person and let them know if they will need communication aides or other supports
- Support the person with disability when they are dealing with the police so that their wishes are made known

6

## Record and report

- Record what you have seen and heard, including the details of any witnesses
- Give your manager or supervisor any notes you have taken
- Do not interview the person who is allegedly responsible for the incident.



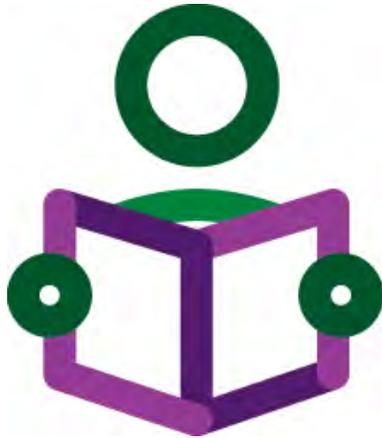
# NDIS Practice Standards – Human Resource Management

Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications and have relevant expertise and experience to provide person-centred support.

- The skills and knowledge required of each position within a provider are identified and documented together with the responsibilities, scope and limitations of each position.
- Records of worker pre-employment checks, qualifications and experience are maintained.
- An orientation and induction process is in place that is completed by workers including completion of the mandatory NDIS worker orientation program.
- The performance of workers is managed, developed and documented, including through providing feedback and development opportunities.
- A system to identify, plan, facilitate, record and evaluate the effectiveness of training and education for workers is in place to ensure that workers meet the needs of each participant. The system identifies training that is mandatory and includes training in relation to staff obligations under the NDIS Practice Standards and other National Disability Insurance Scheme rules.
- Timely supervision, support and resources are available to workers relevant to the scope and complexity of supports delivered.



# Resources



[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



## Incident management and reportable incidents (NDIS Providers)

NDIS providers that are registered with the NDIS Quality and Safeguards Commission require an incident management system to record and manage incidents that occur in connection with providing supports and services to people with disability.

### This page contains information about:

- › [what is an incident management system?](#)
- › [reportable incidents in the NDIS](#)
- › [how to notify the NDIS Commission of a Reportable Incident](#)
- › [what to do if you cannot report within the NDIS Commission Portal](#)

### What is an Incident Management System?

Under the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#) an Incident Management System must cover:

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability.

As a registered provider, you are responsible for preventing, responding to, and managing these incidents. Your incident management system needs to include procedures for identifying, assessing, recording, managing, resolving and reporting incidents. You must record all these incidents (not just reportable incidents) and ensure you respond appropriately and take steps to prevent such incidents from happening again.

### Related topics

- › [Registered provider requirements](#)
- › [NDIS Code of Conduct](#)
- › [Complaints management](#)
- › [Worker screening](#)
- › [Behaviour support requirements](#)

### Related resources

- › [Reportable Incident Quick Reference Guides](#)
- › [Reportable Incident Fact sheets](#)
- › [FAQ: My Reportable Incidents](#)
- › [Reportable incident detailed guidance](#)
- › [Incident Management Systems detailed guidance](#)
- › [Incident management and RI: worker expectations](#)
- › [Weekly reporting of unauthorised restrictive practices](#)



# Resources – Incident Response

## Incident response: Is everyone safe?

It is everyone's responsibility to ensure the safety and wellbeing of people with disability.



### Call '000'

Call '000' if someone needs urgent medical care or there is an immediate risk of harm to you or the people around you.

### Is everyone safe?

Make sure you and the people around you are safe from harm. Implement your workplace incident response plan.

### Tell someone

Tell your manager or supervisor about the incident. If required, they will notify the NDIS Commission.

### Call '000'

You may become aware of an incident by witnessing signs of possible abuse, being told about an incident by a person with disability, or directly witnessing the incident.

When an incident occurs, you must take action to ensure the safety and wellbeing of yourself and the people around you.

#### Call emergency services on '000' if:

a person suffers a serious injury and requires medical treatment

there has been an alleged or suspected criminal offence

there is ongoing danger

any other situation you believe may require emergency services.

### Is everyone safe?

When an incident occurs, take action to make sure you and the people involved are safe. This may include people with disability, workers, or other people who are there when an incident happens.

**Example:** If a person with disability suffers a serious injury and needs medical treatment, contact emergency services on '000' immediately.

### Tell someone

Your workplace incident management system includes procedures about how to identify, manage and report incidents, and a response plan. Follow the steps in your incident management system and response plan.

 **Contact Us** | Call: 1800 035 544 (free call from landlines).

To report an incident, or to make a complaint if you have a concern about the NDIS supports and services being delivered, contact the NDIS Quality and Safeguards Commission (NDIS Commission).

Email: [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) | Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



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# Resources – Identifying and Responding

## Identifying and responding to incidents: 6 step guide for workers

It is your responsibility to prevent, respond to, and report incidents that may occur when providing supports or services to people with disability.

### 1 Identify, prevent and mitigate

- You must take all reasonable steps to prevent all forms of harm.
- If you identify any risks of harm to people with disability talk to your employer.
- Ask your manager or supervisor if you are unsure about how to identify, reduce, and prevent risks to people with disability

When an incident does occur

### 2 Ensure immediate safety

- Call '000' if someone needs urgent medical care and/or if there is an immediate and serious risk of harm to you or others.
- Make sure you and the people around you are safe from harm.
- Notify your manager or supervisor.
- Follow your incident management procedures.

### 3 Respond to a disclosure

Sometimes you will not see an incident, but a person with disability will tell you ('make a disclosure') about it. In these circumstances:

- record and report this information as per your incident management procedures and tell your supervisor or manager as soon as possible
- reassure and support the person with disability by staying calm and explaining what will happen next
- listen to the person, writing down the details using their exact words. If you need more information to form a general understanding of the allegation, ask open questions, and avoid leading questions
- tell the person with disability that you have to report the incident.

### 4 Protect evidence

If it is your job to gather the initial information about a reportable incident, you must protect any evidence. For example, depending on the incident:

- do not disturb any evidence that may be required for an investigation
- if there is an alleged sexual assault, try to delay the victim bathing or showering until police arrive
- do not wash the person's clothing or bedlinen, but keep these things safe.

### 5 Record and report

If you become aware of a reportable incident you must notify your manager or supervisor as soon as possible. Do not rely on someone else to do this. Follow your workplace incident management procedures, including:

- record what you have seen and heard, including the details of any witnesses
- give your manager or supervisor any notes you have taken
- do not interview the person who is allegedly responsible for the incident.

### 6 Report to Police

Any allegation of a criminal offence against a person with disability must be reported to the police. Follow your incident management procedures, and:

- if appropriate, report the alleged offence as soon as possible
- tell the police that the impacted person is a vulnerable person and let them know if they will need communication aides or other supports
- support the person with disability when they are dealing with the police so that their wishes are made known.

NDIS providers must notify the NDIS Commission about a reportable incident that occurs, or is alleged to have occurred, in connection with the NDIS supports or services you deliver.

Reportable incidents are:

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability.



NDIS Quality and Safeguards Commission



Contact Us | Call: 1800 035 544 (free call from landlines).

Our contact centre is open 9.00am to 4.30pm in the NT, 9.00am to 5.00pm in the ACT, NSW, QLD, SA, TAS and VIC Monday to Friday, excluding public holidays.

Email: [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) | Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Responding to incidents at your service (who to contact, etc):



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# Reportable incident and incident management videos

- ✓ Reportable Incidents: Overview
- ✓ Reportable Incidents: Notifying the NDIS Commission
- ✓ Reportable Incidents: What to expect from the NDIS Commission
- ✓ Benefits of effective incident management



# Contact us



Visit: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Phone: 1800 035 544

Email: [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au)

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# NDIS Commission Q&A

## **Fran Cole**

Director Policy and Strategy  
NDIS Quality and  
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## **Laura Dorahy**

National Director Complaints  
and Reportable Incidents  
NDIS Quality and  
Safeguards Commission

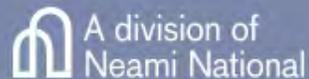




# Embracing Change

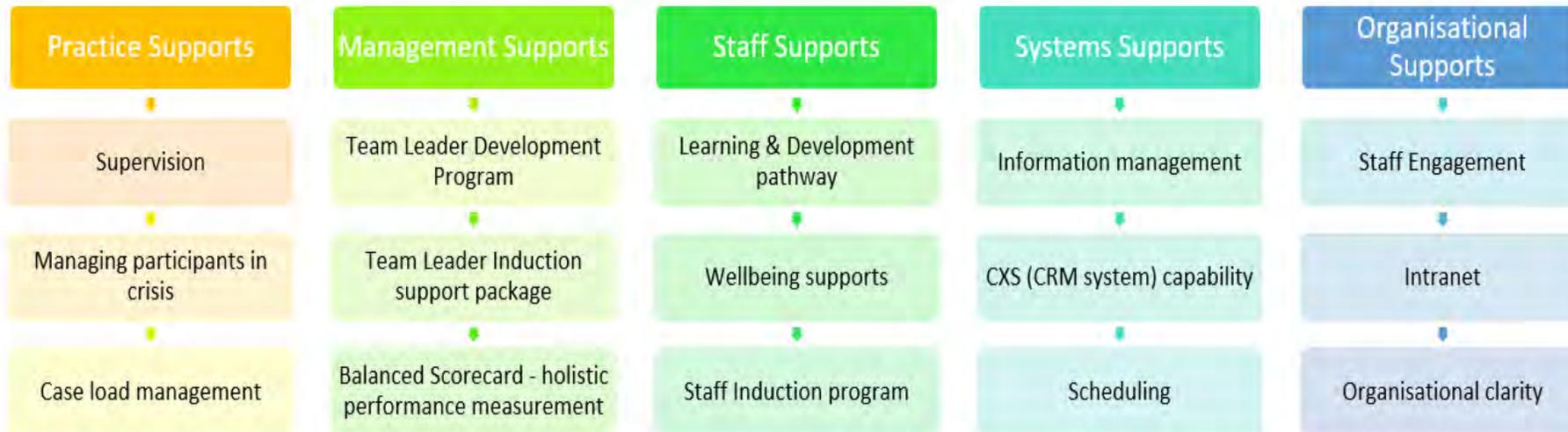
## Transformation and Workforce Development

A journey through whole of organisation change in the NDIS sector



# Understanding what is important

TRANSFORMATION PROGRAM – increasing workforce capability and organisational resilience



A review and uplift of the Induction program supports the successful implementation for all workforce related change activity over the next 6 months

*We know where we are, and where we want to be - staying mindful of our NDIS obligations, business requirements and organisational values*



# Change is challenging

Through Me Well's Transformation Program, we have worked hard to uncover the barriers and challenges our staff face that impact them daily in delivering high quality support services.

This program is based on addressing the priority needs of staff with the aim of clearing the path toward efficient and effective service delivery.

Along the way we have learnt...

- Shifting needs and priorities can be supported by robust programs of support (policy, process, guidelines, systems)
- Engagement is key – collaboration through all levels fosters shared accountability for outcomes
- Expectations management (yours!) – organisations must support staff with the right tools, information, time and priorities before it is reasonable to expect them to 'do the right thing'



# So how do we make the change?

Using an Agile 'sprint' based approach combined with human centred design principles we have created a greater understanding of the 'day in the life' of a Me Well front line staff members by developing personas and Journey. This allows us to:

- Drive focus on smaller pieces of work – what is achievable in 2 weeks
- Deal with problems as they come up – no residual issues
- Review achievements as they happen – celebrate success
- Create and maintain momentum on tasks and projects



# Induction as a cornerstone

The induction process is where all of our obligations converge – it is how we equip staff to understand and meet the needs of participants whilst providing high quality and compliant support services.

It is critical to leverage existing supports (NDIS Code of conduct, Service Provider guide) and frameworks (complaints, Incident management and reporting) to provide a thorough and meaningful induction experience, and to deliver services according to our obligations

Create an environment for success – establishing a shared understanding of 'how we do things here'... minimises organisational risk, increases staff baseline capabilities, and increases responsiveness to future change.



# Systems and Processes

<b>Code of conduct</b>	<b>Systems</b>	<b>Policy</b>	<b>Procedure</b>
<b>Training, competence &amp; qualifications</b>	LMS – deliver training, tracks completion HRIS – record keeping Screening checks	Recruitment Induction Learning & Development	Induction program Supervision program
<b>Service delivery is consistent with codes</b>	HRIS – quals and reg is current Intranet – policy & procedure is current, and version controlled	Applicable legislation, Professional codes	Annual staff qualification and registration audit Service delivery operational guides
<b>Health &amp; Safety</b>	Riskman – incident reporting (staff and consumer) Intranet	Reportable Incidents (consumer) policy Group WHS policy	Operational guides for reporting obligations WHS program
<b>Record keeping</b>	LMS HRIS CXS Riskman Sharepoint Outlook MS Teams	Group Information Management policy Health Records Act 2001 Australian Privacy Principles	Group Information Management guidelines Operational Information management guidelines

# Lighten the load

Increasingly we are expected to do more with less – managing your obligations on an ongoing basis isn't always easy. Some ways to lighten the impact of this could be:

Leverage sector resources that already exist if you don't have scope in house (or even if you do!)

Make use of your existing SKIPC (skills, knowledge, information, performance and capabilities) to create communities of practice and agreed knowledge.

Systemise as much as possible – consistency of approach supports quality outcomes. Everyone loves a checklist!



# Information & Data Management

My personal passion – well structured information and data management practice influences all aspects of organisational performance

It doesn't have to be difficult or high tech. If you have:

- A clear and accessible system for managing your information
- Good quality ongoing training and support for staff
- Documented and understood policy, process and guidance
- Organisational emphasis on the importance and impact of quality IDM practice

Then not only will you meet your obligations, you have everything you need to be successful.



# Questions?

Transformation plays a long game.

We aim to balance fast improvement activity with a considered approach to cultural and behavioural change – allowing for discovery, failure and growth.

Cliché but true – our staff are our greatest asset. Investing in our people is investing in a successful future.

Questions?



# Me Well Q&A

**Kimberley Hibbert**

National Manager Strategy and Workforce Development

Me-Well (Mental Health and Wellbeing Australia)



# LIVE POLL

How would you rate your knowledge of the NDIS Practice Standards and registration requirements?



1



2



3



4



5



# THANK YOU FOR JOINING US TODAY

## NEXT WEBINAR

**3 December 2020:** Quality Management and Continuous Quality Improvement

## ACCESS RESOURCES

Find out more about the Embracing Change project

- ◆ View past webinars
- ◆ Find resources

[www.mhcc.org.au/project/embracing-change](http://www.mhcc.org.au/project/embracing-change)

## LET'S CHAT

Project Manager: [enis@mhcc.org.au](mailto:enis@mhcc.org.au)

